DEPARTMENT OF HEALTH & HUMAN SERVICES

Public Health Service
Food and Drug Administration

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San Francisco District
1431 Harbor Bay Parkway
Alameda, CA 94502-7070
Telephone: 510/337-6700

**VIA FEDERAL EXPRESS**

February 8, 2000

Our Reference Number: 2940091

James E. Goodwin, Chairman and CEO
United Airlines
1200 East Algonquin Road
Elk Grove Township, IL 60007

## WARNING LETTER

Dear Mr. Goodwin:

On January 12 and 13, 2000, FDA Investigator Randall P. Zielinski conducted an inspection of your airline watering point located at the International Terminal, San Francisco International Airport. Your operations at this site are in serious violation of the federal regulations for interstate conveyance sanitation, Part 1250 (21 CFR 1250), and section 361 of the Public Health Service Act. Observations by FDA Investigator Zielinski were listed on Form FDA 483, Inspectional Observations

Lack of proper protection of the potable water supply was demonstrated at your facility by the following observations:

- At gate 56 an ice machine, labeled, "This Ice is not for human Consumption!!! For vacuum system toilet cleaning", was plumbed directly to the potable water line for aircraft, with no intervening backflow prevention device.

- There were no backflow prevention devices on the potable water supply lines for servicing aircraft at gates 52, 53, and 54.

- The potable water lines at gates 50 and 53 were left uncapped when not in use.

- The backflow prevention device at gate 51 was leaking and hadn't been tested in the past year.

- All gates at the International Terminal lacked cabinets to protect the water supply hoses from environmental contamination.

It is a violation of the Public Health Service Act and the Food, Drug, and Cosmetic Act to provide water to interstate conveyances from a watering point which is improperly constructed and operated.

At the conclusion of the inspection, Investigator Zielinski issued the Form FDA 483, Inspectional Observations to Ms. Wendy L. Riggle, Team Leader. A copy of the FDA 483 is being provided to you for your information.

Failure to take prompt corrective action may result in appropriate regulatory action, such as injunction, without further notice. You should notify this office within fifteen (15) working days of receipt of this letter of the specific steps you have taken to correct the violations, including an explanation of preventive measures taken to preclude recurrence of similar violations. If corrective action cannot be completed within fifteen (15) working days, cite the reason for the delay and the time by which the corrections will be completed. Your response should be sent to:

Mr. Randall P. Zielinski, CSO/ITS
U. S. Food and Drug Administration
1431 Harbor Bay Parkway
Alameda, CA 94502-7070

You may wish to FAX your response to Mr. Zielinski at (510) 337-6703

Sincerely,

Darrell Lee
Acting District Director
San Francisco District

Enclosure: FDA 483, Inspectional Observations, dated 1/13/2000

Cc: Wendy L. Riggle, Team Leader
SFOPV - Plant Maintenance
Road 9 - Bldg. #642 - SFOPV
San Francisco International Airport
San Francisco, CA 94128